

Support Operations Directorate (SPO)

I would like to take this opportunity to introduce the Support Operations Directorate (SPO), one of USAMMA's premiere directorates. The SPO is flexible and adaptable to the ever changing logistical challenges that arise and are able to meet the immediate needs of their customers. SPO is able to provide this crucial support by synchronizing and optimizing efforts across common areas within USAMMA's Core Competencies in Support of USAMMA's Mission and Vision. The SPO mission is to provide medical logistics coordination to synchronize USAMMA directorates, acquisition project managers and ensure that medical logistics solutions are available to support Department of Defense and Army operations.

The SPO consists of the three distinct Divisions: Current and Future Operations, Customer Relations Management, and Distribution Operations.

- ❖ **Current and Future Operations:** As with any organization, USAMMA must understand and be prepared to take advantage of the opportunities ahead. The Current and Future Operations Division makes this happen by improving its capability to anticipate logistics requirements and forecast solutions across a broad spectrum of ever changing requirements.

Since USAMMA moved to the new Defense Medical Logistics Center, our Current and Future Operations Division has evolved and increased its operational capability. This is due largely to the integration of the Air Force Medical Logistics Office, Naval Medical Logistics Command, USAMMA and the 6th Medical Logistics Management Center. These mission partners have collaborated on joint operations, processes and products that in turn, has enhanced situational awareness and improved interoperability.

Communication between USAMMA and its stakeholders is an integral part of USAMMA's core competencies. Communication is essential in maintaining strong, working relationships and informing stakeholders of relevant logistics and maintenance issues that arise during the year. Overall, effective strategic communication is critical in the Agency's ability to anticipate requirements and provide appropriate logistics solutions. The Current and Future Operations Division works daily to ensure that strategic communication is maintained.

- ❖ **Customer Relations Management:** The purpose of the Customer Relationship Management (CRM) section is to provide information on programs and services to the customer. CRM is the single entry point of access for all customer requirements and inquiries. CRM is the direct point of contact for customers for USAMMA and ensures customers come first. CRM deals directly with the customers and replies promptly and professionally to all inquiries. CRM works as the customers advocate to resolve and coordination actions. CRM manages the USAMMA web site, provides assistance with incoming customer requests for information, tracks customer inquiries, develops customer education materials, and provides USAMMA with conference scheduling and management support. CRM also manages marketing and the Interactive Customer Evaluation (ICE) program for the agency.

- ❖ **Distribution Operations:** The Distribution Operations Center (DOC) primary mission is the coordination, monitoring, and reporting of the distribution of Anthrax Vaccine from the manufacturer to the first level user. The DOC uses a cold chain distribution process to insure that vaccines are safe and effective after reaching their intended customer. Cold Chain Management is simply employing a common sense approach to keeping products in the correct temperature ranges from original entry into DoD channels until administered to the patient or ultimate user. The DOC developed many of the principles and methods for cold chain management distribution while conducting intensive testing on various shipping containers and monitoring devices to evaluate and validate the products currently in use as well as identifying potential new products. Employment of cold-chain management principles has netted a 99.8% success rate in shipping vaccines from the manufacturer directly to the requesting site. Future technologies are being evaluated; including Radio Frequency tracking of the status of products while they are enroute to a location.

The DOC provides temperature-sensitive medical products training to educate internal and external customers on the proper storage, receipt, and distribution of anthrax, smallpox, and influenza vaccines. The DOC also manages Medical Materiel Quality Control messages for medical devices, equipment and pharmaceutical products to include vaccines. USAMMA has subject matter experts that approve messages prior to releasing them (pharmacists, clinical staff, and medical maintenance staff). The primary purpose of the MMQC messages is to aid the service specific logistician, supply manager, maintenance manager, and/or pharmacist in assuring the proper suspension of use, handling, and return of recalled materiel is accomplished.

For additional information access our website at <http://www.usamma.army.mil> or you can contact USAMMA Customer Relations Management at (301)619-4301/6901/1288, DSN 343-4301/6901/1288, or e-mail usammacrm@amedd.army.mil.